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eCONNECT

April 2019



The Association of Residents of Queensland Retirement Villages is the voice of residents in the Queensland retirement village industry.

President's Ponderings

Latest amendments to Retirement Villages Act

Hope you all enjoyed Connect last month, remember that the new Fact Sheets detailing the latest Amendments to the *Retirement Village Act 1999* can be found on our website www.arqrv.org.au on the right of the home page. Just a reminder that the only amendment that has been made retrospective to current PIDs is the buy-back provision. All the current terms of your contract and PID will remain as they are.



Residents Committee Manual

You will be pleased to know that the Residents Committee Manual is finally complete and the initial mail out has been completed. All residents' committees will receive one free copy, additional copies may be purchased for \$35 and individuals may also purchase a copy. The manual will be available on the website as a read only document although forms and templates will be available to download. A very special thanks must go to Ray Jordan, employed by ARQRV under the Building Consumer Confidence Initiative, for all the work he put into producing the manual. It was a marathon undertaking and the Committee greatly appreciate the knowledge, skills and enthusiasm he brought to the task.

Retirement Living Council

Mike Fairbairn and I were recently invited to attend the Retirement Living Council Qld Committee meeting and breakfast seminar. This is a committee made up of all operators who are members of the Property Council and we had the opportunity to speak with them about some of the on-going issues experienced by ARQRV members. It was a useful meeting and later in this newsletter you will see a data snapshot of villages in Qld. Many of you will remember that the Retirement Living Council have also produced a Code of Conduct as at one stage they invited feedback from residents. You will find the final code here <http://www.retirementliving.org.au/wp-content/uploads/2018/12/Retirement-Living-Code-of-Conduct-December-2018.pdf> The Council is now working on a set of Accreditation Standards for operators, unfortunately neither the Code nor the Standards are mandatory and until Government makes them compulsory in all villages, we will continue to see residents taken advantage of. Anyone interested in the standards please email me and I can send you the link.

2019 Membership

Thank you to everyone who has provided positive feedback about our newsletters and services, we appreciate the feedback. Remember if you have not paid your 2019 membership fees you are no longer a member of ARQRV and will have to pay \$50 to rejoin which includes membership for 2019. There are NO EXCEPTIONS to this, as you all know we are totally reliant on membership fees to operate and it is not fair to members who do pay their fees on time to expect them to carry those members who do not.

Judy Mayfield
President

ARQRV regularly visits retirement villages to inform residents about recent changes to the *Retirement Village Act 1999*. We also inform residents about the benefits of belonging to our association. **If you would like ARQRV to visit your village**, please contact ARQRV on **0437 906 074** to arrange a suitable date and time.

Committee Catchup - March/April 2019

This section of the newsletter will provide a summary of what happened at the previous committee meeting. We invite feedback that is relevant to the items we discussed, if it adds to our considerations. Please do not contact us if you want to criticise "you only add to the problem if you are not part of the solution"



This is a summary of the business discussed at the committee meeting held in March and April 2019

Admin & Membership report

There are currently 7099 members. 14 new life members & 27 new annual members. 38 renewals of membership and \$200 unknown deposits Discussion re increasing Life Membership fees at the next AGM, latest figures show that people are staying in their village for an average of 9 – 10 years. Can ARQRV continue to support them financially for a longer time frame? - further discussion about this at next meeting. If decided, this will need to be voted on by members.

Treasurer's Report

Total income is just ahead of budget with lower annual subscriptions being offset by higher than budgeted life subscriptions. BCC project to date is \$190,400 leaving a balance of \$99,600 to be spent over the next few months with visits to Townsville, Mackay and Hervey Bay still to be undertaken as well as some on-going work around Fact Sheets and the website.

President's Report

Judy reported on her presentation at the Village Manager training held in Brisbane.

Mike and Judy attended a breakfast seminar hosted by the Property Council where a snapshot of village data was discussed (see report elsewhere in this newsletter).



Judy presented at the Leaders Summit in Sydney, the theme “New thinking – do traditional models of service delivery need rethinking” Judy, along with Jim Gibbons, President of NSW Residents Association gave a resident’s perspective.

Mediation (Tabled in Confidence)

Both Mike Fairbairn’s and Barbara Irving’s mediation reports were tabled and discussed.

Website and Information Technology (IT)

New data base almost complete. Peter has requested provision for additional data recording as well as providing for the new Residents committee Help Desk and registration of purchased manuals.

MSO Update

The Gathering for North Qld was held on 26 March, 8 MSOs attended. There will be a final MSO Gathering in Brisbane in July for all MSO who were not able to attend previous ones. With project funding finalised in June it is unlikely we will be able to afford regular MSO Gatherings going forward.

Building Consumer Confidence (BCC) Project

Discussion with the DHPW re winding-up of the BCC project at end of June. We have reminded them that the Amendments will not be finalised until December at which time we will need to update the Residents committee Manual, develop new Fact Sheets and update the website.

Regional visits planned: Judy and Jan will be visiting villages in Townsville and Mackay, Ray will be visiting Hervey Bay and Bundaberg.

The Residents Committee Manual was posted out in early April, 88 copies distributed to residents committees who had requested a copy including information about the Help Desk. 5 copies bought by individual members.

ARQRV will be launching a social media campaign to encourage new memberships. There are 320 retirement villages in Qld we have members in about 150 of those villages.

General Business

Correspondence: ACNC reporting due 31 March has been completed and submitted

Request received from a member for promotion of a book he has written - this was refused on the grounds that this is not the business of ARQRV.

Qld Enquiry into Aged Care: Information circulated

Draft Accreditation Standards for Villages: Received from the Property Council for comment. It was agreed that QRVPAS will write a reply on behalf of the BCC steering committee with input from steering group partners.

****News flash****

The Residents Committee Manual is now available!!!

Every village which has a residents committee or is considering establishing a residents committee, is invited to apply for a free copy. Residents of a village may purchase additional copies, if they decide to do so at a residents meeting.

Additional copies of the manual are \$35 which covers printing, binding and postage.

ARQRV members may purchase their own copy at a cost of \$35.

Feedback on the Manual has been very positive with some comments so far...

"I feel it is a fine piece of work which will be of great benefit and guidance to Committees. My congratulations to all those who have evidently worked hard to produce the Manual". Barry, Eaglemount Retirement Resort

"I am sure that it will prove most valuable to our committee". Diane, Cleveland Manor RV

Updates will be provided to manual holders where contact details including an email address is registered with the ARQRV office.

Contact the ARQRV office to arrange your copy. Ph: 0429 098 417 or Email: membership@arqrv.org.au



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DATA SNAPSHOT OF QLD RETIREMENT VILLAGE SECTOR January 2019



(Based on the results of survey conducted late 2018 - Note that not every operator completed the survey)

Villages

- Average size of village 118 units
- 79% of villages have 5 or more facilities
- 58% of villages offer home care
- On average 3 employees per village (some staff may be external sub-contractors)
- Average age of people entering a village 74 years

- Average tenure 8-9 years
- 48% of residents exiting to aged care

Contracts

- 88% of contracts are based on the DMF
- 76% have a buy-back guarantee
- 40% offer a choice of multiple contract options
- A 2 bedroom independent living unit on average sells for 64% of the median house price – based on actual suburb and location.

Sales

- Average selling 280 days

Developments

- 12% of villages are still only partially developed
- 46% are private operators

Across Qld only 1 in 5 people who are eligible to move into a retirement village do so.

Approx 40,000 people live in a retirement village.

Only 20% of retirement village operators are members of the Property Council (a representative body for operators).

There is another Peak Body, LASA, for operators in the not-for-profit sector (% unknown).

Other Operators do not belong to any representative body.



Changing recorded leaseholders

At a recent village presentation, I handed out reprinted copies of an article I wrote for our newsletter regarding the importance of recording with the Department of Natural Resources and Mines, the demise of a resident where the unit occupied had been held, according to their register, in joint names. In that article I gave the cost of getting the change made at \$35 which, I advised my audience, was current at the time the article was written.

Following distribution, I was told that the scheme operator of the village concerned had quoted nearly \$600 (possibly plus GST) to do this on behalf of one of the residents. Finding this a little high I spoke to ARQRV's solicitor, David Wise, and after some number crunching and discussion he has confirmed that he would do this for members at a total cost of \$352 (including GST).

I circulated this information to all those I thought should know from my computer contacts record.

Several responses have since been received from members saying that they did the job for much less and if a resident is able to fill out the forms and deal with bureaucracy that is a matter for them. However, if a member wants a pain free

registration, David Wise is available to provide it at a better cost, it would seem, than some village scheme operators.

David Wise can be reached at PO Box 120, Woombye. QLD, 4559 or telephone 0412 254 080 or email to dtwise@gmail.com

Mike Fairbairn.



Would you like a free ARQRV carry bag?

For a limited time, if you recruit a **new** ARQRV member, both you and the new member will receive a **free ARQRV carry bag**. Be sure to let us know the new membership was referred by you.

Letter to the Editor...



I am interested to see if you have any further updates on you position regarding the CPI to use in village budgets.

Your website indicates March quarter should be used.

The Act refers to the CPI for the quarter immediately before the start of the financial year. The financial year is 1 July to 30 June. I have taken that to mean the CPI for the quarter immediately prior being June.

The Act further refers to the CPI for the quarter immediately before the end financial year. The financial year is 1 July to 30 June. I have taken that to mean the CPI for the quarter immediately prior being June.

I would be happy if you could advise on the different interpretation. I understand that the regulators have acknowledged that this is vague and there will be changes made but have not advised when those changes will come into effect.

A clear understanding would be essential for setting budget timetables for Queensland Villages.

Your response would be gratefully received.

Please do not hesitate to contact me.

Kind Regards

Terriann

Response...

Hi Terriann,

My reading of the RV Act is that it refers to the March quarter as it is impractical for it to be June. The CPI increase for June quarter would only be known in July and the budget would have been completed and passed well before the end of June quarter. This is too late for the application of CRI increases for s106 items to be identified that have increased beyond the CPI and for the approval by residents to bring the TOGSC equal to or below CPI. The redraft will make it clear that it is the March quarter so that there is no confusion.

Regards,
Des Robinson
ARQRV Committee Member

HANDY LINKS:
Please click on the link below to take you directly to that page

[ARQRV Website](#)
[ARQRV Contacts](#)
[GPS Investment Fund Ltd](#)
[Retirement Village Act 1999](#)
[Department of Housing and Public Works](#)



*****News flash** Launch of Residents Committee Help Desk***

What is the Help Desk?

The help desk provides specialist help and advice to residents committees about matters relevant to the of role residents committees. ARQRV has established a portfolio within the association's committee structure which focuses on providing assistance to residents committees.

The help desk compliments the ARQRV Residents Committee Manual.

ARQRV will also advise and assist with the establishment of a residents committee.

How does the Help Desk work?

Fees are paid annually and are based on the number of accommodation units within a village regardless of the number of ARQRV members. Subscriptions will be valid for 12 months from the date of payment.

Number of accommodation units	Annual fee
Up to 50	\$30
51 to 100	\$50
101 - 200	\$70
Over 200	\$90

How to subscribe

To subscribe, you must send a completed Residents Committee Help Desk Sign Up form and payment to the ARQRV

Bequest Request

The ARQRV is a recognised and respected **not-for-profit organisation**, operating on a **very small budget** and run by volunteers. Its sole source of income is from **modest fees** and small **donations**. Everyday costs continue to erode finances and there is a conscious effort to **keep membership fees low**. To help the Association continue to survive and to assist members who need assistance now and in the future, as many of you have done in the past, you may **consider a bequest in your will**.
Remember the **benefits to your family** are there long after you are gone.

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